## MEDICAID RESOURCE LIST

<u>HEALTHY CONNECTIONS (HC)</u>: Statewide Cust Serv: 1-888-528-5861 *Fax*: 1-888-532-0014 Email: <a href="https://hccr7@dhw.idaho.gov">hccr7@dhw.idaho.gov</a> Contact Healthy Connections if participant is looking for or wanting to change Primary Care Providers (PCPs), is being dismissed from your clinic, or for general program questions. For a list of HC PCPs online, go to <a href="https://www.healthyconnections.idaho.gov">www.healthyconnections.idaho.gov</a>.

Region 1 – Coeur d'Alene	208-666-6766 or 1-800-299-6766	Region 2 - Lewiston	208-799-5088 or 1-800-799-5088
	Fax: 208-769-1473		Fax: 208-799-5167
Region 3 – Caldwell	208-455-7244 or 1-800-494-4133	Region 3 – Payette	208-642-7006 or 1-800-494-4133
	Fax: 208-454-7625		Fax: 208-642-7082
Region 4 – Boise	208-334-4676 or 1-800-354-2574	Region 5 – Twin Falls	208-736-4793 or 1-800-897-4929
	Fax: 208-334-0953	_	Fax: 1-888-532-0014
Region 6 – Pocatello	208-235-2927 or 1-800-284-7857	Region 7 – Idaho Falls	208-528-5786 or 1-800-919-9945
	Fax: 208-235-2820		Fax: 208-528-5933
Spanish line	1-800-378-3385		

<u>DHW (Dept of Health & Welfare) WEBSITE</u> - <u>www.healthandwelfare.idaho.gov</u> A link to DHW Program information, Information Releases, Idaho Medicaid fee schedule, DHW state forms, the Idaho Health Plan coverage booklet, Prior Auth forms, etc.

## **MOLINA CUSTOMER SERVICE**

<u>HealthPAS OnLine Portal</u> - <u>www.idmedicaid.com</u> For information and access to provider accounts for claims and eligibility. Access to MedicAide newsletter, Information Releases, Provider Handbook, Provider Directory, Medicaid Fee Schedule, Provider Enrollment and Maintenance, Announcements, and Training sessions.

Click on 'Contact Us' to find the phone, fax, and emails for the different departments and for the Regional Provider Relations Consultants (PRCs).

## Provider Services, Provider Enrollment, and Technical Services: 1-866-686-4272

This is the **MACS** (Medicaid Automated Customer Service) number for <u>providers</u>. Eligibility & HC/Health Home enrollments, Provider Enrollment, Technical Services, Coverage & Billing issues, third party coverage, limitations (eye exam, PT visits, etc.).

Participant Services: 1-866-686-4752 For participants with coverage questions and billing issues.

**DME (Durable Medical Equipment) Unit:** 1-866-205-7403 or at 1-208-364-1830; Fax: 1-877-314-8782

Website: <a href="https://www.dme.idaho.gov">www.dme.idaho.gov</a> Prior authorization for DME equipment (i.e. wheelchairs, walkers, hospital beds, ventilators, etc.); and supplies (i.e. feeding tubes, catheters, dressings, diabetic, incontinence, and nutritional supplies, etc.).

**EMS (EMERGENCY MEDICAL SERVICES)** - 1-800-362-7648 Prior or post authorization of non-emergency ambulance transportation.

EPSDT (Early Periodic Screening, Diagnosis, & Treatment) information can be found at www.medicaid.idaho.gov.

<u>FRAUD UNIT</u> <u>Health Care Fraud</u> **1-208-334-5754**; email: <u>prvfraud@dhw.idaho.gov</u> <u>Welfare Fraud</u> **1-866-635-7515**; email: welfraud@dhw.idaho.gov. Info and Complaint forms available by clicking on Report Fraud link at www.healthandwelfare.idaho.gov.

<u>HMS (HEALTH MANAGEMENT SYSTEMS)</u> **1-800-873-5875** Report changes in status of participant's private insurance plans; accident related surveys & claims

<u>IDAHO CARELINE:</u> 1-800-926-2588 or 211 Provides contact information to health related services and also to other statewide related services. Website: <a href="https://www.211.Idaho.gov">www.211.Idaho.gov</a>

<u>IDAHO MEDICAID HEALTH HOME PROGRAM</u> – <u>North Idaho</u> 208-665-8846 <u>Central and SE Idaho</u> 208-364-1863 Program is a patient-centered medical home (PCMH) model of care. Email: <u>medicaidhealthhome@dhw.idaho.gov</u>. Website: www.idahohealthhome.dhw.idaho.gov.

<u>IDAHO SMILES</u> – 1-800-936-0978. Website is <u>www.dentaquestgov.com</u>. Dental coverage for Idaho Medicaid participants.

**LOCK-IN 1-208-364-1829** Participant Over-Utilization

MEDICARE MEDICAID COORDINATED PROGRAM (MMCP): True Blue: 1-888-494-2583

MEDICARE PART D PRESCRIPTION DRUG BENEFIT: www.medicare.gov OR 1-800-Medicare (1-800-633-4227)

<u>OPTUM IDAHO:</u> **IBHP** (**Idaho Behavioral Health Plan**) contract with Optum started 9/1/13. Administration of outpatient community-based mental health services, substance use disorder services, and case management (service coordination) services.

For Participants: 1-855-202-0973 For Providers: 1-855-202-0983 Website: www.optumidaho.com

(updated 10/30/13)

PHARMACY - MAGELLAN MEDICAID ADMIN., INC. - Providers: 1-800-922-3987; Participants: 1-888-773-9466

Info and questions on pharmacy claims processing, eligibility, plan limitations, coordination of benefits, and prior authorization status. Available 24 hours/day, 7 days/week. Website is https://idaho.fhsc.com.

PHARMACY UNIT w/DHW: 1-866-827-9967 or 1-208-364-1829; fax 1-800-327-5541

Prior authorization of certain medications. Link for Prior Authorization forms and criteria is www.medicaidpharmacy.idaho.gov.

PHA - PREVENTIVE HEALTH ASSISTANCE – 1-877-364-1843 Email: medicaidphaprogram@dhw.idaho.gov

Website: <a href="www.medicaid.idaho.gov">www.medicaid.idaho.gov</a>. Behavioral PHA provides opportunities designed to help with healthier lifestyle, such as Weight Management & Tobacco Cessation. Wellness PHA encourages keeping children up to date on well child checks & immunizations.

**QUALIS Health** – **1-800-783-9207** Services include prior authorization for select in-patient hospital admits & surgeries.

SHIBA (SENIOR HEALTH INSURANCE BENEFITS ADVISORS): 1-800-247-4422 Advocate for Medicare beneficiaries

TRANSPORTATION – AMR (American Medical Response): Non-emergency Medicaid transportation authorizations

For Participants: 1-877-503-1261 For Providers: 1-877-503-1267 Website: www.idahonemt.net

Call at least 2 business days before travel time to schedule transportation. Transportation services may be authorized only when there is no other means of transportation available, and it is to the nearest medical provider appropriate to perform the medical service.

TPR (Third Party Recovery) Unit: HIPP (Health Insurance Premium Payment) – 1-866-458-7657

Estate Recovery issues: 1-866-849-3843 Medicare Buy-In issues: 208-334-5791

YOUR HEALTH IDAHO – Idaho Health Insurance Exchange: Website is <a href="www.yourhealthidaho.org">www.yourhealthidaho.org</a>. Resource that allows Idahoans to shop, compare, and choose the insurance plan that best fits their individual, family, or small business needs.

Customer Resource Center – Phone: 1-855-YHIdaho (1-855-944-3246) or Email: customerservice@yourhealthidaho.org.

## **DEPARTMENT OF HEALTH & WELFARE PROGRAMS**

<u>CHILDREN & FAMILY SERVICES PROGRAM:</u> This Program is responsible for investigating matters of suspected child abuse and neglect. Other program responsibilities include adoptions and foster care licensing. Call the Idaho CareLine at 1-800-926-2588 or 211 to get connected to the office in your local area.

Child Abuse & Neglect Reporting Line: 1-855-552-KIDS (5437) Statewide; available 24 hours/day.

<u>CHILDREN'S SPECIAL HEALTH PROGRAM</u> (CSHP): 1-877-887-3075 Access to healthcare for uninsured children up to age 18 with significant health problems or chronic illnesses/conditions requiring long-term medical treatment and rehabilitative services. Program covers 8 major diagnostic categories: cardiac, craniofacial, neurological, plastic/burn, PKU, cleft lip/palate, cystic fibrosis, orthopedic or any combination of these categories.

<u>SELF-RELIANCE PROGRAM:</u> Determines eligibility for a variety of programs including: Cash Assistance, Food Stamp, Child Care, and Medicaid. Information on premium payments for families with children.

Financial Assistance & Food Stamps 1-877-456-1233 Family Medical/Medicaid Services 1-866-326-2485

Long Term Care or Nursing Home Services 1-866-255-1190

**CHILD SUPPORT SERVICES:** 1-800-356-9868 Assistance in obtaining child support orders and collecting support.

**REGIONAL CONTACT INFORMATION** for the following departments can be found at <a href="www.healthandwelfare.idaho.gov">www.healthandwelfare.idaho.gov</a> (click on 'Contact Us')

**REGIONAL MEDICAID SERVICES:** Authorizes in-home Personal Care Services (PCS) for Medicaid eligible participants demonstrating a medical and/or developmental need for such care, and Nursing Home entitlement and review. Eligibility is determined through the Self-Reliance Program.

**MENTAL HEALTH SERVICES:** Services for adults who have severe and persistent mental illness. Treatment services are provided for adults who suffer from a severe mental illness to assist them in their recovery. Services for children with severe emotional disturbance and their families.

<u>DEVELOPMENTAL DISABILITIES PROGRAM:</u> A variety of services is available to children and adults who have developmental delays and disabilities, and to their families. These services include Developmental Disability Agencies, Residential Habilitation, Service Coordination, and the Katie Beckett program. The Infant/Toddler Program provides early intervention services for children from birth to age three with developmental delays or disabilities.